

Resume 676

OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *Home Health Aide, Administrative Assistant, Customer Service or as applicable*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience in providing uncompromising highest standards of customer service in home care settings, assisting patients with their service requirements, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Experienced administering prescription medications and monitoring for any adverse reactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of patients
- Regards patient confidentiality seriously and complies with all HIPAA laws and regulations
- Excellent time management skills and documentation abilities along with completing tasks ahead of schedule
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, punctual, friendly worker who completes projects/tasks on or ahead of schedule
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

10/2018 – 10/2021 *Home Health Aide*

Freedom Care, LLC, Niagara Falls, NY

- Monitored, evaluated, and recorded client progress according to measurable goals described in treatment and care plan.
- Maintained updated client records with plans, notes, appropriate forms, or related information.
- Provided physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
- Observed or examined patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine.
- Communicated with patients to ascertain feelings or need for assistance or social and emotional support.

04/2011 – 12/2019 *Independent Home Health Aide*

Self Employed, Niagara Falls, NY

- Washed, groomed, shaved, or draped patients to prepare them for surgery, treatment, or examination.
- Undressed, washed, and dressed patients who are unable to do so for themselves.
- Cared for individuals during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Planned, shop for, or prepare nutritious meals or assist families in planning, shopping for, or preparing nutritious meals.
- Transported clients to locations outside the home, such as to physicians' offices or on outings.
- Provided clients with communication assistance, typing their correspondence or obtaining information for them.

11/2005 – 03/2012 *Home Community Support Services Aid*

The Dale Association, Lockport, NY

- Cared for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care.
- Provided patients with help moving in and out of beds, baths, or automobiles and with dressing and grooming.
- Planned, purchased, prepared, or served meals to patients or other family members, according to prescribed diets.
- Performed a variety of duties as requested by patients, such as obtaining household supplies or running errands.
- Administered prescribed oral medications, under the direction of physician, and ensure patients took their medicine.
- Accompanied clients to doctors' offices or on other trips outside the home, providing transportation, and assistance.

EDUCATION and ACHIEVEMENTS:

High School Equivalent

Niagara County, NY